



DEPARTMENT OF THE NAVY

NAVAL HOSPITAL

BOX 788250

MARINE CORPS AIR GROUND COMBAT CENTER

TWENTYNINE PALMS, CALIFORNIA 92278-8250

IN REPLY REFER TO:

NAVHOSP29PALMSINST 12430.1C

Code 0102

10 Aug 99

NAVAL HOSPITAL TWENTYNINE PALMS INSTRUCTION 12430.1C

From: Commanding Officer

Subj: PERFORMANCE MANAGEMENT PROGRAM

Ref: (a) SECNAVINST 12430.4
(b) OPNAVINST 12430.3
(c) MCO 12430.2

Encl: (1) Performance Appraisal Form
(2) Self-Assessment Form

1. Purpose. To provide policy and responsibility for civilian performance management and a formal Performance Appraisal Review System (PARS) for Naval Hospital Twentynine Palms and Branch Medical Clinic China Lake.

2. Cancellation. NAVHOSP29PALMSINST 12430.1B.

3. Background. Reference (a) establishes a two-level summary rating program for Department of the Navy (DON). The new DON program contains two significant changes: The requirement for a two-level summary performance rating (acceptable or unacceptable) and the removal of the direct connection between civilian awards and end of cycle performance ratings.

4. Policy. All performance management programs used within Naval Hospital Twentynine Palms and Branch Medical Clinic China Lake will be two-level summary rating programs as defined in reference (a) through (c).

5. Scope. This guidance applies to all General Schedule and Federal Wage System employees, with the exception of employees on appointments of less than 120 days. The performance appraisal forms are attached as enclosure (1) and will be utilized for all employees.

6. Definitions

a. Appraisal Cycle. The established period of time for which performance will be assessed and a rating of record prepared. The performance appraisal cycle for employees begins 1 July and ends 30 June of the following calendar year.

b. Close-Out Rating. An appraisal conducted when an employee or first-level supervisor leaves a position. Close-out ratings will be in writing and used in deriving the rating of record and may, in some cases, become the rating of record.

c. Objectives/Elements/Workplan. Work assignments, tasks and goals employees and supervisors set at the beginning of the cycle to accomplish during the appraisal year.

d. Progress Review. A review of the employee's performance, which is conducted midway through the appraisal cycle. Progress reviews do not require the assignment of a summary rating; however, the supervisor and employee must discuss performance and document the appraisal form. Changes in mission requirements and goals, completion or extensions of major projects due to time and/or money constraints affecting performance elements may be adjusted during this review.

e. Rating of Record. The performance summary rating prepared at the end of the appraisal cycle. The rating of record is the employee's official performance rating for pay and retention purposes and is derived from the evaluation of the elements and workplan when used.

f. Self-Assessment. End of cycle employee assessment of how they accomplished annual objectives/elements. Self-Assessment form is provided as enclosure (2).

g. Summary Rating. The overall rating assigned when evaluating the elements. The two summary rating levels are "Acceptable" and "Unacceptable".

h. Unacceptable Performance. Performance of an employee which fails to meet established performance standards in a performance element.

7. Action

a. Supervisors will:

(1) Communicate with employees regarding mission requirements, the performance elements/objectives and standards and the employee's developmental needs.

(2) Establish and discuss performance elements with employees and provide them with a copy of their performance plan (appraisal) within 30 days after the beginning of each appraisal cycle.

(3) Provide assistance to employees in improving their performance if at any time during the appraisal cycle their performance is determined to be "Unacceptable" in one or more element.

(4) Conduct and document a minimum of one progress review midway through the appraisal period.

(5) Prepare a close-out rating if either the employee or the supervisor leaves the position prior to the end of the cycle.

(6) Required to provide comments on the close-out rating of record documenting the overall performance of the employee.

(7) Prepare a rating of record for each covered employee. This includes rating for each element and the summary level rating. Forward proposed ratings of "Unacceptable" to the second level supervisor for approval. "Acceptable" rating only requires the immediate supervisor's signature.

b. Employees will:

(1) Review position descriptions, mission statements and pertinent program information.

(2) Participate with supervisor in the preparation of their performance standards, elements and workplan if used.

(3) Discuss performance standards and developmental needs.

(4) Participate in midyear reviews and document performance appraisal.

(5) Prepare self-assessment (enclosure 2) at the end of the performance cycle and give to supervisor.

8. Implementation

a. Setting Performance Standards

(1) The supervisor will set performance standards with the employee within 30 days of the beginning of the appraisal cycle. The supervisor will sign and date the appraisal form and request the employee to also sign and date the form. A copy of the form will be provided to the employee; the supervisor keeps the original.

(2) Enclosure (1) provides generic elements that will be used for all employees. Additionally, the supervisor must provide, at a minimum, at least two elements that pertain directly to the employee's duties as specified in their Position Description.

b. Monitoring and Rating Performance

(1) Progress Review. The supervisor and employee must, at a minimum, conduct and document a midyear review of the employee's performance in meeting the performance standards. To the maximum extent possible, progress reviews will be informative and developmental in nature. The supervisor and employee will discuss accomplishments, update priorities, and define new assignments and expectations. Progress reviews do not require a summary level rating, but must be documented on the appraisal form.

(2) Unacceptable Performance. If at any time during the appraisal cycle, an employee's performance is determined to be "Unacceptable" in one or more of the elements, the supervisor must communicate the shortcomings and the expectations to the employee in writing. Additionally, the Human Resources Office should be notified as soon as possible for guidance on the procedural requirements affected by this action.

(3) Close-out Ratings. Close-out ratings shall be conducted when an employee completes a detail or a temporary promotion of 120 days or if an employee changes positions by reassignment, promotion or transfer to another activity. Additionally, close-out ratings must be conducted when the first level supervisor leaves the position. In this situation, the employee may continue under the same performance plan, with the appraisal going to the new supervisor. Supervisor will be required to make comments for the close-out rating.

(4) Rating of Record. Within 30 days after the end of the appraisal period, a written rating of record will be assigned to each employee. The supervisor will give a summary rating, sign and date the appraisal form. Supervisors are encouraged to write comments on the appraisal form to acknowledge special accomplishments. Written comments are required if an employee is "Unacceptable" on any element. If the rating is "Unacceptable" the supervisor must forward the appraisal to the second-level supervisor for approval. Following the required reviews the employee must sign and date the form. Signature indicates only that the review has been accomplished. A copy of the completed form is given to the employee; the supervisor retains a copy, and the original is forwarded to the Human Resources Office.

(a) If at the end of the appraisal cycle, the employee had not completed the 90-day minimum period of time under the performance plan, but has received a close-out rating during the same appraisal cycle, the close-out rating may become the rating of record. The new supervisor must initial the form. If the employee has not received a close-out rating during the same appraisal cycle, the appraisal cycle shall be extended to ensure the minimum 90-day requirement is met.

(b) The end of the appraisal cycle also marks the beginning of the new performance management period. This is the appropriate time to discuss and sign the next years Performance Appraisal Form.

9. Relationship to other Personnel Actions. Ratings of record affect the employee's Within-Grade Increase; promotion capabilities; quality step increases; removal, demotion and reassignment; probationary periods; and reduction-in-force. Reference (b) and (c) give detailed guidance.

10. Awards. Throughout the appraisal cycle, awards should be used to acknowledge and motivate employees by rewarding significant individual, team, or organizational achievements and contributions. A wide variety of award options are available: Special Act, Time-Off, On-the-Spot and Honorary awards. For additional information contact the Human Resources Department.

11. Grievances and Appeals. Employees may raise issues relating to the performance appraisal process through the administrative grievance process. Guidance on grievable and/or appealable matters is as follows:

- a. Elements and standards may not be grieved or appealed.
- b. Rating on elements and summary ratings are grievable.
- c. Failure to inform employees of elements and standards is grievable.

12. Applicability. This instruction is applicable for all General Schedule and Federal Wage System employees and supervisors of employees aboard Naval Hospital Twentynine Palms and Branch Medical Clinic China Lake.

13. Performance Appraisal Review System forms (NAVMC 11408) with common elements is available on the Command's web page, <http://nh29palms.med.navy.mil/nhttp> within the command directive Link or from Central Files.



J. M. HUBER

Distribution:
List A

PERFORMANCE APPRAISAL REVIEW SYSTEM

NAME OF EMPLOYEE				SOCIAL SECURITY NUMBER			
POSITION TITLE				SERIES AND GRADE			
LOCATION OF EMPLOYEE (DIVISION/SECTION)				RATING PERIOD			
RECORD OF REVIEWS AND FINAL APPRAISAL							
STANDARDS	DATE	PROGRESS REVIEW	DATE	FINAL RATING	DATE		
SUPERVISOR							
EMPLOYEE							
REVIEWING OFFICIAL (UNACCEPTABLE ONLY)							
<input type="checkbox"/> RATING OF RECORD <input type="checkbox"/> INTERIM APPRAISAL							
<input type="checkbox"/> ACCEPTABLE <input type="checkbox"/> UNACCEPTABLE							
EMPLOYEE'S POSITION DESCRIPTION IS CURRENT AND ACCURATE? <input type="checkbox"/> YES <input type="checkbox"/> NO <small>If NO, then the supervisor will rewrite Position Description within 60 days.</small>							
CRITICAL ELEMENTS							
ELEMENTS		RATING A U					
GENERIC CRITICAL ELEMENTS 1. ORGANIZATIONAL SUPPORT AND COMMUNICATIONS: The employee has a basic understanding of organizational goals priorities and fully complies with administrative policies, regulations and procedures when performing job operations. Communicates orally and/or in writing when needed to coordinate work and keep supervisors and co-workers informed of work-related issues, their developments and their status. Acceptable: Demonstrates a basic understanding of organizational goals and priorities and fully complies with administrative policies, regulations and procedures when performing job operations. Communicates orally and/or in writing when needed to coordinate work and keep supervisor and co-workers informed of work-related issues, their development and their status. 2. EXECUTION OF DUTIES: In performing the work of the unit, the employee accepts the work to be accomplished, properly follows instructions, uses the technical knowledge and applies the skill(s) needed to complete tasks assigned. The service or work product is of good quality, timely, and responsive to the supervisor and the organizations priorities and requirements. Acceptable: Willingly accepts work assignments, properly follows instruction, uses technical Knowledge, and applies skills needed to produce a product or service of good quality in a timely, safe, and responsive manner. 3. SAFETY ELEMENT – Support of NAVOSH Safety Factors Standards Acceptable: Supports the NAVOSH Program. Complies with most safety and occupational health job requirements. Receives no more than one report of non-compliance during the reporting period.							

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CRITICAL ELEMENTS		
ELEMENTS	RATING A U	
<p>4. TOTAL QUALITY MANAGEMENT – Under the Total Quality Management concept, continually review any procedures in your area that lends itself to improvement by streamlining, reducing steps, using automation whenever possible, and generally increasing effectiveness and efficiency within the department.</p> <p>Acceptable: Participates in ongoing performance evaluation and improvement of established Procedures for streamlining processes. Uses the basic concepts of TQL to incrementally improve Effectiveness of unit.</p>		

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COMMENTS OF SUPERVISORS

SELF ASSESSMENT

Optional input to Performance Appraisal Review System (PARS).
This is a tool that the employee may use to provide additional
information to the supervisor.

1. Administrative Data

- a. Full name:
- b. SSN
- c. Grade/Series:
- d. Job title:
- e. Date completed form:

2. Duties

- a. Primary duties (most significant first):
- b. Special Projects:
- c. Temporary Additional Duties performed:

3. Job Scope. (Request statement describing how you have
exceeded the performance level in any element that applies.)

- a. Organizational Support and Communication:
- b. Total Quality Management:
- c. Execution of Duty:

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- d. NAVOSH Safety:
 - e. Other elements as identified on PARS:
 - f. Supervisor only (supervisory actions, i.e., recognition of employees, awards, etc.)
4. Personal Achievements
- a. Qualifications attained:
 - b. Educational course completed:
 - c. Awards/commendations during this period (attach copies):
 - d. Community service/community involvement/volunteer activities:
5. Other significant information.



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Commanding Officer's Greeting

CAPT Joan Huber, NC, USN

Welcome to the Naval Hospital Twentynine Palms! We pride ourselves on being *"the best little hospital in Navy Medicine"* and we are dedicated to providing superior health care services to the Marines and Sailors of the Marine Corps Air Ground Combat Center and their families, as well as to our retired shipmates and their families.

The team of providers and support personnel at this command is one of the best kept secrets in Navy Medicine and is second to none! We have a long list of awards to back up our claims:

Runner-up for the Ney Award for food services,

Golden Anchor for retention,

Bronze Anchor for leadership in wellness promotion,

Best clinical practices in DoD for maternal-infant services,

Selected as one of the Navy's top EMT programs,

CHINFO award winner for our command newspaper, The Examiner, and

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The leader in TRICARE enrollment for DoD.

...and that's just the beginning! Lots of exciting things are going on at this command. Our staff is always looking for (and finding!) ways to deliver our services better, smarter, cheaper, easier, or faster. We thrive on the challenges and strive to please all of our customers, all of the time.

For our clientele, we are standing by, ready to serve. Let us know how we can best meet your needs. We have evening and weekend clinics, Military Sick Call seven days a week, 24-hour access to a Primary Care Manager for our TRICARE Prime beneficiaries, and wellness services to help you and your family enjoy and maintain good health in future years. Dial 1-800-615-1480 anytime for advice or information.

For our Medical Department colleagues, if you think you have what it takes to join our team of professionals, come join us in California's high desert to be part of our innovative group. Ask your detailer if you qualify for orders to Naval Hospital Twentynine Palms!

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About NHTP

Mission

We are the principal military healthcare facility in support of the Marine Corps Air Ground Combat Center. We support operational readiness by providing comprehensive healthcare services to Marines, Sailors, and their families. We serve the healthcare needs of all beneficiaries in our area.

Vision

We are a modern healthcare organization where:

- Staff, patients, and the commands we support are united in achieving optimal health, wellness, and readiness.
- Staff enjoy coming to work.

- Patients and their families brag about timely access to high quality, compassionate care.

Guiding Principles

- We do what is right for the patient.
- We are people-focused and value individual worth.
- We empower our staff for CQI.
- Our success comes from team work.
- We value teaching and education.
- We believe positive attitudes create a healing environment.

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